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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/477,991	01/05/2000	BRYCE A. JONES	1264	1039

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EXAMINER

BURGESS, BARBARA N

ART UNIT

PAPER NUMBER

2157

DATE MAILED: 05/26/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary**Application No.**

09/477,991

Applicant(s)

JONES, BRYCE A.

Examiner

Barbara N. Burgess

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 09 March 2006.
 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 166-185 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) ☐ Claim(s) _____ is/are allowed.
 6) ☒ Claim(s) 166-185 is/are rejected.
 7) ☐ Claim(s) _____ is/are objected to.
 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) ☐ All b) ☐ Some * c) ☐ None of:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
 Paper No(s)/Mail Date _____.
 4) ☐ Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
 5) ☐ Notice of Informal Patent Application (PTO-152)
 6) ☐ Other: _____.

DETAILED ACTION

This Office Action is in response to Amendment filed March 9, 2006. Claims 166-185 are presented for further examination.

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 166-185 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al. (hereinafter "Goss", 6,493,447 B1).

As per claims 166 and 176, Goss discloses a method and communication system for routing a voice call, wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources, the method and communication system comprising:

- Receiving the voice call from the user device including the cookie (column 6, lines 5-11, 26-30);

- Processing the cookie from the user device to select one of the call center resources (column 6, lines 7-11, 30-46, column 12, lines 54-59);
- Routing the voice call originating from the user device to the selected one of the call center resources (column 6, lines 56-65, column 7, lines 1-10).

As per claims 167 and 177, Goss discloses method and system of claims 166 and 176, wherein the voice call is comprises a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 12, lines 31-35, 60-64).

As per claims 168 and 178, Goss discloses the method and system of claims 166 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon caller-entered information (column 6, lines 27-60).

As per claims 169 and 179, Goss discloses the method and system of claims 166 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon an Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 170 and 180, Goss discloses the method and system of claims 166 and 156, wherein processing the cookie from the user device to select one of the call

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center resources is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 171 and 181, Goss discloses the method and system of claims 146 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon one or more of a day or a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 172 and 182, Goss discloses the method and system of claims 166 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based on the least busy agent (column 5, lines 41-44, column 7, lines 1-3).

As per claims 173 and 183, Goss discloses the method and system of claims 166 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based on the least congested route (column 5, lines 41-44, column 7, lines 1-3).

As per claims 174 and 184, Goss discloses the method and system of claims 166 and 176, wherein processing the cookie from the user device to select one of the call center resources is further based on one or more a class of service or a quality of

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service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 175 and 185, Goss discloses the method and system of claims 166 and 176, further comprising selecting a web service application based upon the cookie (column 6, lines 7-11, column 12, lines 54-59).

Response to Arguments

The Office notes the following arguments:

(a) The limitation of “routing the voice call originating from the user device to the selected one of the call center resources” is not met by the Goss reference.

3. Applicant's arguments filed have been fully considered but they are not persuasive.

In response to:

(a) Goss discloses user information used to route the request/call to a particular agent. The information generally includes the customer's name, telephone number, customer identifier, customer profile, trouble ticket #, and other information as needed. All of this is used in routing the request/call to the appropriate agent (column 6, lines 21-26, column 13, lines 1-14).

Conclusion

4. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to Barbara N. Burgess whose telephone number is (571) 272-3996. The examiner can normally be reached on M-F (8:00am-4:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and (703) 872-9306 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3900.

Barbara N Burgess
Examiner
Art Unit 2157

May 20, 2006


ARIO ETIENNE
SUPERVISORY PATENT EXAMINER
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